

INTRODUCTION

In 2021, we have often heard colleagues say, with some bitter irony, that this year is in fact an extension of 2020. Our life is still defined by waves of the coronavirus epidemic. Many routine and extra tasks that were once exceptional have been incorporated into daily operation of our organisation's nationwide network of institutions. „Epidemic-proof" hygiene, the use of protective equipment to reduce the risk of infection and "hybrid" activities have become common practice among both staff and beneficiaries.

Our institutions have done their utmost to ensure that they can continue to fulfil their role in the changed conditions. As we vowed when the epidemic emerged, we did not let go of the hand of the needy in their time of need: we helped them in difficult circumstances during the third and fourth waves with increased capacity and special forms of support and support measures.

It was this constant presence and contact that allowed communities to come together again whenever possible and to continue, rather than start again, their work together. In addition to the ongoing work, we continued to expand our network of institutions in Hungary, new points of presence were opened and our Debrecen centre was expanded with a brand new institution. In addition to the expansion, we have also paid special attention to the unification of the professional work of the institutions and the implementation of the core values of social work.

We started with an exceptional situation in our international work: the unprecedented earthquake in Croatia, a few hundred kilometres away from us, caused devastation that prompted solidarity from many in Hungary, and the government offered significant aid to help mitigate the damages.

Our organisation has partnered with the government to rebuild a school and a church in the neighbouring country. We continued our large-scale humanitarian and development programme in Iraq, launched our largest ever aid programme in Ethiopia, and we delivered emergency Hungarian aid in the form of ventilators and other medical equipment to 10 regions of Ukraine in response to the coronavirus outbreak. In the second half of the year, the Taliban takeover in Afghanistan was a world-shaking development, requiring us to temporarily suspend our work and return to the country, which is facing a humanitarian crisis, with an even greater presence as soon as it became possible.

In 2021, we celebrated the 30th anniversary of the foundation of Hungarian Interchurch Aid. Our events and communications for this special anniversary were not about looking back, but about evaluating the lessons of three decades, clearly articulating unchanged core values and established professional principles, (re)building community and, last but not least, gratitude. We owe thanks to all our staff, volunteers, partners, supporters for allowing us to help those in need and distress in so many places and in so many ways, together through the power of unity!

National assistance in Hungary

The aim of the social and development work of Hungarian Interchurch Aid is to provide effective assistance to people in need, to identify the causes and to help to eliminate them as soon as possible. In our social work we strive to promote conservative values. This includes the use of sound, long-established methods, the protection of families, and the prioritisation of work, learning and individual responsibility in our services. In our daily work we consider it important to take a systems approach to tackling a problem.

In designing services, we aim to fill gaps that can effectively help to promote the reintegration of disadvantaged groups. The organisation separates crisis assistance and long-term care processes. It is important that the beneficiaries are always involved in the problem-solving process, according to their capacities, in order to ensure that they feel a sense of ownership. The provision of support should aim to eliminate long-term dependency and to develop support systems that are targeted, flexible, personalised and rapid.

The organisation's social and development work in Hungary can be divided into four broad areas:

1. Social and development work with families and children
2. Care for the homeless
3. Day care for addicts and psychiatric patients
4. Crisis management, support for individuals, families and communities in need

Our organisation continued its activities in 2021, despite the fact that the pandemic COVID-19 presented new challenges in many areas. We provided 33 services in 24 municipalities and 50 institutions to help individuals and families in need.

In 2021, the priority area was the 'catch up' programme, which enabled thousands of children to benefit from individual and small group development (special education, tutoring), digital development and leisure camps. The 'catch up' programmes are also particularly important because every year 6,140 children are reached by the organisation's services. Of these, 1,613 have participated in a range of developmental activities and 4,527 children have taken part in recreational activities.

This year, there was also a strong focus on victims of relationship violence. By now our organisation has become one of the largest organisations helping victims with a wide range of services (crisis centre, secret shelter, online counselling, crisis outpatient clinic, halfway house). The number of victims helped by the organisation has exceeded 1000.

In partnership with the government, our organisation is also involved in the Catching Up Settlements programme, which works with several large charities to help individuals and families living in segregated circumstances. We have already set up Presence Points in 11 municipalities. In 2021, nearly 2,500 people benefited from the services provided by the Presence Points.

The nearly 60 development projects will enable the organisation to improve the existing national institutional system and to introduce new areas of operation and new methods by developing new innovations and models.

Main investments in 2021:

1. Construction of a Social and Development Centre, warehouse base in Debrecen
2. Establishment of a National Social Worker Training Centre in Kastélyosdombó
3. Social and Development Center in Dunavarsány – Enhanced elderly care, Renovation of the kitchen
3. Development of a Presence Point in Boldogkőújfalu
5. Development of a community space in Olaszliszka

The implementation of EU-funded development projects continued (regional crisis outpatient clinics and clandestine shelters, a crisis centre and halfway house in Orosháza and the operation of the Sure Start Children's Center in Olaszliszka) and the programme for the integration of disadvantaged municipalities was extended with additional projects.

The pandemic crisis also affected the implementation of projects. The Development Department regularly monitored ongoing projects and tracked changes and modifications on a continuous risk analysis basis to ensure that the project objectives were fully met.

Child development

Children's development continued to be a priority in the institutions providing services for children. Thanks to the continuous development of institutions and the opening of new ones, in 2021, 6,140 children were covered by the organisation. Of these, 1,613 children participated in a range of development activities and 4,527 children took part in recreational activities.

The organisation aims to help not only the children living in its institutions, but also the families living in the vicinity of the institutions. The pandemic COVID-19 also made it difficult to hold and organise our child development programmes. Some services had to be reorganised into online platforms, but there were also some services that had to be temporarily suspended. Staff made an effort not to let go of anyone's hand and to stay in touch with everyone.

It was a big task to provide digital education in the institutions and in segregated areas. The staff set up small learning groups and the organisation also launched a digital student pairs programme. During the summer and autumn, when face-to-face meetings were possible, camps and digital experience workshops were organised to help children catch up.

In 2021 our organisation has continued to play a major role in helping many families in difficult circumstances to start school with less hassle. In the frame of its campaign called 'Back to school together!' 2,000 children received school supplies, school equipment, clothes and travel support to school.

Assistance to homeless

In 2021 our organization operated centres in three cities to help the homeless: Budapest, Debrecen, and Gyula. In addition to the possibility of warming up, bathing and eating, our institutions provided more: personalized help and advice in administration and job search; a chance of integration into society. Our street and micro-regional outreach services regularly helped people seeking refuge not only on the streets but also in the boondocks or in tent-like makeshifts in the city's outskirts. In 2021 more than 1,200 homeless people received some form of assistance service.

Assistance to psychiatric patients

Supporting our fellow human beings with psychiatric illnesses, providing them reinforcing and counselling services is an important task to do. The specialists of our aid organization help the patients and their family members in the Day-Care Institution for Psychiatric Patients in two cities, in Eger and in Szolnok.

The primary goal of our centres is to create a supportive environment where the feeling of loneliness – characteristic of psychiatric problems – can be resolved, hospitalization effects can be alleviated, and the frequency and duration of hospital relapses can be reduced. Thus, our long-term goal is to help patients reintegrate into society.

Adapting to the extraordinary circumstances caused by the pandemic, we have redesigned the services of our institutions already in 2020 and the same method was applied in 2021: group and individual consultations were available online. Our staff visited the care recipients several times a month, brought food and vitamins to them, and information materials from the clubs were also shared with some of them this way.

Assistance to addicts

Supporting our fellow humans struggling with addiction and providing strengthening and counselling services is a key task of our organization. Our social professionals help people and their families facing difficult situations due to alcohol, drugs, and gambling in 5 different locations nationwide. In addition to corrective services, we are placing increasing emphasis on preventive programmes.

Due to the emergency situation caused by the coronavirus, these services were redesigned in 2020 and were continued the same way in 2021. Some of our institutions had to close temporarily; however, even during these periods, we did not leave our beneficiaries alone. We reorganized some of our services and moved them to online platforms, and we also developed a system for contactless handover of donations. Keeping in touch with many of our clients through telephone communication has helped them get through this challenging period.

In addition to corrective services, we are placing increasing emphasis on the implementation of preventive programmes. High school students could take part in lectures on addiction, in the organization of our addiction centre in Szolnok. Besides, in the framework of the successful Game with Borders prevention programme, several preventive programmes and club sessions organized in various parts of the country, aimed at preventing gambling addiction.

In addition to prevention, the Game with Borders programme consists of integration and dissemination elements. It has been operating for nine years now as a gap-filling, complex programme in the prevention and treatment of gambling addiction.

The objectives of the Game with Borders programme for 2021 were:

- Involving schools in the prevention programme through a national competition
- Involvement of schools through the implementation of HIA's staff members
- Involvement of Tanodas (facilities for after-school support programs) in the prevention programme
- Organisation of accredited training courses for teachers of the schools and Tanodas involved
- Running information points in 7 locations
- Group sessions and individual case management for people with gambling problems and their families

Info Points

The network of Information Points was set up to emphasise the key message: there is help, there is a place to deal with this disease. A total of 336 clients visited the Info Points in 2021. Since the Info Points

were launched, there have been nearly 3000 contacts with clients. In 2021, Info Point staff informed institutions and organisations about the service a total of 532 times.

The integration element of the Game with borders programme helps addicts and their relatives by running self-help groups. In 2021 group sessions were organized in six locations: Orosháza, Szolnok, Kaposvár, Budapest, Debrecen and Sopron. The groups in all six locations are open, with the possibility to join or return at any time. In addition to addictions, the sessions also address a range of social and peer problems, and the family support system is also a key focus. The group sessions are regularly attended by 5-10 people per location. In addition to group sessions, clients also had the opportunity to participate in individual case management in 2021. The possibility of group and individual sessions allows clients to choose the recovery path that best suits them, thus helping them overcome the addiction.

Assistance to victims of abuse

In 2021, we also paid special attention to victims of domestic violence. By now Hungarian Interchurch Aid established one of the largest spectrums of care for people fleeing from intimate partner violence. It operates three secret shelters where it provides complex assistance to victims for six months. There are also 3 crisis centres to help victims and their families deal with the crisis evolved due to the abuse, offering twice 4-week care periods providing complex care for victims and their families. We also operate Crisis Outpatient Clinics in 4 regions of the country, which provide outpatient care for victims of relationship violence, offering legal, psychological and social counselling to victims and their families. In addition, the organisation also maintains an online anonymous counselling service, which can be accessed by registered victims. In addition to the institutional services, we also organise prevention programmes for school students and workplace education on the subject.

This year, the 'Love Doesn't Harm' campaign continued, with the key message that nothing in a relationship makes violence acceptable. 4 short films were made in the framework of the campaign, raising awareness of the signs of verbal abuse.

The related website (www.aszeretnemart.hu) offers anonymous counselling and a wealth of useful information for victims and the professionals who help them. The services, designed specifically for victims of relationship violence, are evolving year by year, and its range of services is expanding. The number of beneficiaries was 430 in 2018, 574 in 2019, 1048 in 2020 and 1143 in 2021.

In 2021, there was also ongoing consultation with the ministries. Our aid organisation also participated in a research on crisis care. Our experts continue to collaborate in the legislative processes in this area.

Running a National Assistance Centre

Our National Assistance Centre received more than 69,000 requests for help in 2021. Staff members were able to provide some form of assistance to individuals and families in need on more than 37,000 occasions. The coronavirus has caused a noticeable increase in the number of people in difficulty, job losses and family expenses. In response to this, thanks to our corporate partners, the organisation has been able to provide targeted support to families in need. A well-trained team of professionals processes the requests and determines how to provide assistance. Services include in-kind assistance, debt management, social and information counselling. It is an important principle that the assistance provided by the organisation is only complementary to public assistance. It is also important that the assistance provided should not encourage the client to rely on aid to support himself and his family.

The importance of social awareness-raising and prevention

In addition to corrective services, we are increasingly focusing on preventive programmes. The organisation's Addiction Centre in Szolnok has organised lectures on addiction for secondary school students, and the successful Game with Borders programme has run prevention programmes and club meetings on gambling addiction prevention in several parts of the country.

INTERNATIONAL DEVELOPMENT AND HUMANITARIAN DEPARTMENT

The purpose of the International Development and Humanitarian Department is to achieve the objectives set out in HIA's Statutes: to provide assistance to people in distress, to investigate the causes of distress and to help bring about their rapid resolution. It pursues these objectives in two areas: humanitarian work and international development.

In 2021, the main focus of our activities has been on supporting disadvantaged groups and communities affected by the consequences of the coronavirus epidemic, but the Department has endeavoured to ensure that, despite the difficulties, it can implement the projects it has launched as fully as possible. The aim was to provide support for the fight against Covid-19 in as many places as possible, and it did so in a number of countries, most notably Ukraine, where it implemented numerous projects during the year, supporting the efforts of the population and health institutions.

During the year, we implemented a number of humanitarian projects in cooperation with local partners around the world, contributing to the fight against the Covid-19 outbreak and mitigating its negative effects.

During 2021 our international humanitarian activities were screened to obtain the status of "Humanitarian Partner" by ECHO (the European Commission's Directorate-General for Civil Protection and Humanitarian Aid Operations).

IRAQ

Qudra 2 project

The €7 million Qudra 2 project, whose main objective is to increase the resilience of refugees, IDPs, returnees and local communities, continued in 2021. One focus of the project is to create and support livelihood opportunities, with activities mainly in the areas of agriculture and micro-enterprise development. In the year 2021, a total of 14-15 agricultural infrastructure development projects were implemented in Sulaymaniyah, Dohuk, Kirkuk and Nineveh, covering 15-50 farms per project, as part of the livelihood development activities.

Another key component of the project is capacity building of civil society actors through training and equipment support for social cohesion activities. In Dohuk and Kirkuk, more than 120 families have benefited from individual training and asset/livestock support. Individual agricultural tool support has been provided to 250 families (Kirkuk, Nineveh, Salah-al-Din, Dohuk) and individual veterinary visits have been provided by our organisation and its partners.

In addition, training courses were provided through our partners in Northern Nineveh, Salahadin and Anbar. Through capacity building and projects for NGOs 7 organisations were supported and a total of 7 projects were implemented in Iraqi Kurdistan, with 96 people participating in capacity building and projects reaching approximately 2000 people. Moreover, the project also provides for irrigation canal rehabilitation, renovation of agricultural storage facilities and dam maintenance in the Iraqi Kurdistan region and in the governorates of Kirkuk, Nineveh and Anbar.

Support from the Unitarian Church

In December 2020, we have received a grant of HUF 400 000 from the Hungarian Diocese of the Unitarian Church in Hungary. According to the Cooperation Agreement signed between the partners, the purpose of the grant is to strengthen the cooperation between the Diocese and HIA, especially in order to help Iraqi families and children living in the Nineveh Plain. Using the total amount of the grant, our organisation has provided winter clothing for 30 children, as well as heaters and household appliances for their homes.

Support for educational institutions in Hatara, Iraq

In September 2021 our organisation has signed a cooperation agreement with the Consulate General of the Republic of Poland in Erbil. The project aimed to improve education and education-related infrastructure in schools in Hatara municipality, distributing school supplies to a total of 1,741 pupils in 7 schools and renovating a school where 290 pupils can continue their studies.

Sewage network rehabilitation in the municipality of Karemles, Iraq

We have carried out a sewage network rehabilitation project in Karemles municipality in Iraq to improve sanitation in the area. The project involved connecting the wastewater from around 10 to 15 houses to the municipal network, thus linking it to the wastewater drainage of the water treatment plant previously installed by our organisation.

Supporting an orphanage with special classes and equipment in the Iraqi settlement of Sharia

Within the framework of a project in Sharia, Iraq, we supported 30 children with extra-curricular activities, including IT courses, English language courses, arts and crafts, art and music.

Support and rehabilitation of agriculture on the Nineveh plateau

We are establishing an agricultural training centre in the Alqosh settlement of the Nineveh Governorate, Republic of Iraq, through the creation of a model farm where it will provide permaculture training to at least 50 Iraqi agricultural beneficiaries with the help of expert advisors. The training will address the deep-rooted, persistent problems - such as water scarcity, desertification, land depletion and lack of jobs - that lead to the continuing out-migration from the area.

ETHIOPIA

Our organisation provides humanitarian assistance to disadvantaged groups in Ethiopia through a complex programme. The programme aims to support IDPs and host populations in the areas of education, water management and agriculture, as well as food security in the Gambella and Konso regions. A new school has been built and school supplies have been provided to pupils. In addition, an agricultural training course is being launched, with the distribution of agricultural tools and livestock. A total of 6685 direct beneficiaries have benefited from these activities.

CROATIA

The Hungary Helps Programme is helping to rebuild the Petrinja I primary school and the Church of St Nicholas and Vitus in Žažina, Croatia, which were damaged during the earthquake. The primary school, with a total of 20 classes, accommodates 355 children, while the church serves 1 200 parishioners, bringing the total number of beneficiaries of the international development project to 1 555.

In the immediate aftermath of the earthquake in Croatia, our organisation provided accommodation containers for the affected families.

UKRAINE

Support to combat the coronavirus epidemic and school reconstruction after floods in Ukraine

Our aid organisation has contributed to the fight against the coronavirus epidemic by providing life-saving equipment: in January 2021, we have sent a consignment of 50 ventilators to 46 hospitals in 10 governorates in Ukraine, reducing the mortality rate in the treatment of coronavirus and other diseases. In addition, the equipment of at least 20 health and social institutions in Transcarpathia has been improved, ensuring more efficient and effective control of the coronavirus epidemic. The infrastructure development programme has improved the quality of health care for the entire population of Transcarpathia, with a positive impact on the health situation of the region's population. In the municipality of Krasnoillya, in addition to the external insulation of the school and facade works, a drainage sewerage system was completed in September 2021.

Support to health institutions in Ukraine to tackle the Covid-19 epidemic

With the support of the US Department of State, the Ministry of Foreign Affairs and Trade has provided assistance to health facilities in Ukraine in response to the situation caused by the Covid-19 outbreak. This included improving the health infrastructure and equipment.

Capacity building was carried out in three hospitals in Ukraine, including in Kyiv and the Kyiv region, where the organisation contributed to the more efficient functioning of health institutions by setting up oxygen stations, training medical staff and providing medical equipment (including incubators and defibrillators).

Deepening and broadening Hungarian-Ukrainian cooperation in the civil sector

In 2021, our organisation launched a project to strengthen good neighbourhood relations between Hungary and Ukraine. The project aims to break down any negative prejudices in Ukraine and to broaden Hungarian-Ukrainian cooperation in the field of community building. As part of this, methodological and professional experience was shared in supporting people in need in Transcarpathia. The activities for the needy in Transcarpathia were implemented in the framework of skill-building sessions according to the methodology of the Sure Start Children's House, during which a total of 26 mothers and 32 young children aged 0-3 years participated in the sessions provided by the center, which were held on a weekly basis for 6 hours a day. The project reached a total of 112 mothers in the district through the promotion of the sessions.

Establishment of a crisis centre in Kherson and support for the people living there

Between June 2021 and December 2021, the crisis centre in Kherson was equipped with new ventilation systems, shower cabins, new corridor lights and kitchen renovations. Our organisation distributed 50 food parcels, 50 hygiene parcels and 25 nappy packs to women who are residents of the Crisis Centre (Shelter and Day Care Centre) and have children under 4 years old.

Global response to the Covid-19 epidemic in Ukraine

As part of the Act Alliance COVID Appeal, our organisation distributed food and hygiene kits in Kherson and Zaporizhzhya based on a needs assessment surveying most urgent needs. The aid was distributed to 150 households, reaching a total of 608 people.

Support for charitable activities in Transcarpathia

The aim of this programme is to provide support to single pensioners living in Berehove and the district, and to disadvantaged families with several children. In Berehove and the district, 385 single pensioners received food parcel support and 60 families with young children and disadvantaged children participating in the Sure Start Center and kindergarten programmes were greatly helped by the donation of food parcels to supplement their basic food needs.

Sure Start Children's Center - Cross-border cooperation programme

The aim of the project is to improve the health situation of families with newborns and young children (0-3 years) in the city and district of Berehove, Ukraine, by introducing and expanding the Sure Start Children's Centre programme services and providing counselling to the most disadvantaged in the region. The project has also helped to improve the services of three Sure Start Centres in Hungary (Borsod-Abaúj-Zemplén County) by purchasing medical equipment. In Ukraine, 13 counselling sessions were carried out in 6 municipalities, on 4 different topics, with the participation of 80 mothers. The Sure Start Centre in Berehove continued its activities within the project with development and counselling sessions. Project activities so far have reached 568 beneficiaries.

Addressing environmental damage in the city of Berehove

In the framework of the road rehabilitation project in Berehove, the design contracts for sewage drainage and asphaltting of streets were prepared in preparation for the works. The design documentation for the sewage drainage part of the project was prepared and the technical examination was completed with positive results. The design documentation for the asphaltting is available and work is continuing with the construction plans.

AFGHANISTAN

Our organisation has been present in Afghanistan for 21 years, since 2001. In 2021, we have signed an agreement with the UN World Food Programme (WFP) office in Kabul to implement 4 projects, and also implemented a food aid programme with the support of the Hungary Helps Agency. In 2021, the programmes distributed 5241 tonnes of food (the highest quantity ever) and implemented various local rural development, disaster prevention and training programmes. The number of direct beneficiaries was 76,543. The total value of the programmes, including food and cash-for-work programmes, exceeded HUF 1.3 billion. In August-September 2021, following the Taliban takeover, the organisation suspended the implementation of programmes for a few weeks and reorganised its office to respond to the situation. In addition, in order to ensure the safety of staff and the successful implementation of projects, the organisation has introduced various security measures and restrictions on both the office and the implementation of programmes. Following the Taliban takeover, the financial system collapsed and the price of basic foodstuffs rose sharply. International financial institutions have suspended aid to the country, the country is in the grip of a drought, and a number of other factors have exacerbated the deepening and prolongation of the humanitarian crisis.

In 2021 we have started implementing two additional programmes with the support of the Finnish partner FCA and the ACT Alliance. The completion of these programmes was postponed to 2022.

EMERGENCY HUMANITARIAN AID

Post-cyclone relief in Fiji

The main objective of the project was to provide humanitarian assistance to families affected by the floods and to meet their food needs. Food parcels were distributed to 225 households. This enabled the project to reach a total of 1,261 beneficiaries within the timeframe requested.

Post-flood relief in Timor-Leste

In the framework of humanitarian aid, relief goods were distributed to families affected by the floods in Timor-Leste. The relief goods included food, water, sanitation and hygiene supplies (the latter in response to the coronavirus epidemic), vitamins, nutritional supplements, as well as building materials, household items and crisis lines. In total, 265 families and 985 people were reached.

Relief of the humanitarian crisis caused by pandemic Covid-19 in India

The main objective of the project was to provide humanitarian assistance to the Indian population affected by pandemic Covid-19. The project included the distribution of hygiene kits, information on protection and social distancing rules for the poorest and marginalised populations. In 2021, a total of 3,620 families benefited from the assistance, bringing the total number of direct beneficiaries to 18,000.

Assistance to victims of the Tajik-Kyrgyz conflict and to the Kyrgyz population fleeing the conflict

Humanitarian assistance has been provided to a total of 300 (1600 people) families in border villages affected by the Tajik-Kyrgyz conflict, who have benefited from the distribution of essential nonfood items such as health and hygiene care for women and children, clothing and equipment for the

collection of clean drinking water. In addition, 60 parents and 40 children received psychological support to help them cope with the stress of the conflict.

Food assistance for children and families affected by the volcanic eruption in the Democratic Republic of Congo

The project aims to help victims of the volcanic eruption of May 2021. In total, our organisation provided school meals for 300 children in Goma for 10 months and food and kitchen utensils as needed for 50 other families in need.

Support for the renovation and maintenance of Saint Clare Primary School in Kenya

The project aims to provide quality education for young people in the Korogocho slum in Kenya by supporting the maintenance and renovation of the Primary School. A total of 525 students aged between 4 and 15 from different ethnic and religious groups benefited from the project.

Humanitarian aid for disadvantaged groups in Libya

The programme aimed to improve basic hygiene conditions in schools and health facilities in order to reduce the incidence of infectious and other communicable diseases, improve the health situation of the under-age population and enable health facilities to operate more efficiently and safely. The number of direct beneficiaries of the programme was 9800.

Renovation and extension of the Rainbow Dormitory in Reghin (Szászrégen)

The aim of the project was to support the Hungarian diaspora living in deep poverty in the Transsylvanian Plain (Mezőség) through renovating the Rainbow Dormitory. The residential institution, which operates in two settlements, Magyarfülpös and Szászrégen, provides accommodation, full board and educational support for 51 children from kindergarten to secondary school.

VOLUNTEERING

In 2021, the epidemic situation resulted in fewer activities for volunteers than in previous years. Some of the events that were able to take place despite the restrictions: distribution of meals in social institutions, administrative tasks, clothing collections, fundraising activities - these were all opportunities to get involved, and were carried out in the safest possible conditions. Voluntary activities were recorded in the form of attendance sheets, registers and, where required, contracts.

In 2021, 363 individuals volunteered a total of 1,429 volunteer hours in the organisation's programmes, far fewer than usual, similar to the pandemic year 2020.

In order to retain volunteers and increase their engagement, we have organised online meetings with them. On the occasion of World Volunteering Day 2021, the organisation thanked volunteers for their outstanding service through a book launch. One of the main aims of the publication was to promote volunteering, with well-known volunteers telling how they have been involved in the work of the organisation.

Corporate and other group volunteering activities

There is an increasing demand from the partner companies for volunteering programmes where employees can actively participate in HIA's activities for a day and volunteer their time in a charitable way. In 2021, due to strict internal rules imposed by the coronavirus epidemic, employees of companies were limited in their ability to participate in the programmes offered by the aid organisation. The easing of the virus situation at the end of the year allowed 8 companies to participate in the voluntary programme at the Donation Point.